



**Taylorsville-Bennion Improvement District**  
**P.O. Box 18579**  
**1800 West 4700 South**  
**Taylorsville, Utah 84118**  
**Telephone (801) 968-9081 Fax (801) 963-3199**

## **JOB OPENING**

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- Posting Date:** June 1 - June 30, 2017, or until filled
- Position Title:** Customer Service Representative/Trainee
- General Description:** Performs a variety of full performance customer service and account maintenance duties as needed to expedite the day-to-day processing of account transactions and resolution of customer service issues.
- Essential Functions:** Receipts account payments; directs calls to appropriate department or person; directs emergency calls regarding broken water lines, sewer back-ups, etc.; resolves customer complaints (bills, water quality, etc.). processes mail and returns; reviews forwarding addresses and reconciles with post office records; sorts and distributes mail; reviews names on accounts; coordinates with field personnel to determine occupant status; processes incoming payments from night deposits; performs formal procedures related to opening and closing accounts; maintains files related to work orders and final read requests
- Minimum Qualifications:** Graduation from high school and two (2) years of progressively responsible experience performing above or related work experience; or, An equivalent combination of education and experience.
- Knowledge of the operations of personal computer and word processing and spread sheet applications; office machine and filing systems; telephone communication etiquette; business English, grammar, and writing standards; customer service best practices and procedures. Knowledge of general office management and practices; inter-personal communication skills; Ability to work quickly and accurately with numbers; multi- task with a high degree of accuracy and efficiency; perform general mathematical computations; work under time pressures in meeting deadlines; communicate effectively and verbally and in writing; develop and maintain effectively working relationship with supervisors, the public and fellow employees.
- Work Environment:** Employee works generally in a typical office setting with typical climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, and reaching. Job functions normally require talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving.
- Salary Range:** Starting wage - \$15.38 per hour, with benefits

Persons desiring to apply for this position please email resume to [Mark@tbid.org](mailto:Mark@tbid.org)